

KANSAS CITY, MISSOURI EMERGENCY OPERATIONS PLAN

Hazard Specific Response Plan 2 Heat Operations

September 2014

HAZARD SPECIFIC RESPONSE PLAN 2

HEAT OPERATIONS

Primary (lead) Departments:	Health Department Jackson County Medical Examiner National Weather Service
Secondary (support) Departments:	3-1-1 Call Center City Communications Emergency Management EMS Medical Director Fire Department Neighborhood and Housing Services Parks & Recreation Department Water Services Department Other City Departments as Required
Secondary (support) External Agencies:	National Weather Service (NWS) 2-1-1 United Way Salvation Army Kansas City Volunteer Organizations Active in Disaster (KCVOAD) – all member organizations Kansas City Power & Light Mutual Aid

I. PURPOSE STATEMENT

This Hazard Specific Response Plan (HSRP) establishes guidelines for operations related to heat waves. It outlines the overall manner in which an emergency or disaster will be managed by the City, including procedures to analyze the emergency situation, and to respond quickly, appropriately and effectively.

II. PLANNING ASSUMPTIONS

This HSRP is based on the following assumptions:

- A. This HSRP will be utilized in response to heat related emergencies that require a combined, coordinated citywide response. The Health Department Director (or his designee) will determine when this threshold is met.

- B. This HSRP is intended to address foreseeable heat related emergencies. It is assumed that this HSRP will be adapted, as necessary and appropriate, to address unforeseen scenarios.
- C. All operations (under the authority of this HSRP) will be managed in accordance with the National Incident Management System (NIMS), and the Incident Command System (ICS).
- D. The primary Emergency Operations Center (EOC) will be activated and utilized to manage heat related emergencies. If the primary EOC is not available, an alternate EOC will be established as appropriate.

III. LEGAL AUTHORITIES

- A. The United States Organic Act of 1890, Section 3 (Creates the National Weather Service).
- B. Missouri Revised Statutes, Chapter 44. Civil Defense.
- C. Missouri Revised Statutes, Chapter 58. Coroners and Inquests.
- D. Charter of the City of Kansas City, Missouri, Section 409. Health
- E. City of Kansas City, Missouri, Code of Ordinances, Chapter 34. Health and Sanitation

IV. ORGANIZATION AND RESPONSIBILITIES

- A. Federal – National Weather Service (NWS)

In accordance with federal law, the NWS is sole entity responsible for the issuance of weather forecasts and warnings. The local NWS office, located in Pleasant Hill, Missouri, monitors regional weather conditions and issues “Excessive Heat Warnings” when appropriate.

- B. County – Jackson County Medical Examiner

In accordance with state law, the Jackson County Medical Examiner is responsible for the investigation of deaths and the issuance of death certificates. Death by accidental means¹ is one of several causes that require investigation by the medical examiner.

- C. City of Kansas City

- 1. Kansas City Health Department (KCHD)

The KCHD is under the direction of a Health Director who is appointed by the City Manager. The KCHD is responsible for public health related issues. This includes monitoring heat related incidents. In addition, a representative from the KCHD may serve as a member of the Unified Management Team (UMT). The KCHD includes a number of specialized divisions including:

¹ Heat related death is considered accidental unless associated with a crime.

- a. The Division of Communicable Disease Prevention and Public Health Preparedness:

This Division is responsible for collecting information and reporting on heat related illness and death from medical transport, hospital emergency rooms and the Jackson County Medical Examiner's office.
- b. The Division of Maternal Child Community Health Education and Health Communication:

This Division provides public education and outreach concerning heat; coordinates with state, regional and local entities (including non-governmental organizations) to ensure the dissemination of heat related information; preparing official public information releases for the media
2. Office of Emergency Management (OEM)

OEM coordinates with the KCHD regarding extreme heat conditions; assists in planning for such events; and during Heat Emergencies coordinates emergency operations in accordance with the Local Emergency Operations Plan and this HSRP.
3. EMS Medical Director

The EMS Medical Director oversees all segments of patient care in the pre-hospital emergency medical services system. The EMS Medical Director may serve as a member of the UMT.
4. 3-1-1 Call Center

The Call Center operates a telephone system connecting the public with City services.
5. City Communications

This office assists KCHD with emergency public information.
6. Fire Department

Provides fire/ rescue services, emergency medical services (BLS and ALS), and medical transport for sick and injured persons. May also assist with transporting persons to cooling centers.
7. Neighborhood and Housing Services (N&HS)

N&HS may assist with the staffing and operation of Parks and Recreation's cooling centers.
8. Parks and Recreation

Parks and Recreation may open community centers to serve as cooling centers for the public.
9. Water Services Department (WSD)

As the local water utility, WSD may postpone cutoff of service for customers who are delinquent on payment in accordance with departmental policy. WSD may also provide bottled water to cooling centers.

D. External Agencies

1. National Weather Service (NWS)

The NWS monitors the temperature and heat index² to determine the appropriate information to relay to the public via advisories, watches, and warnings. During incidents of excessive heat, the NWS notifies and holds conferences with the KCHD Heat Communications Coordinator³.

2. 2-1-1 United Way

The United Way operates a telephone system connecting the public with community resources.

3. Kansas City Volunteer Organizations Aiding in Disaster (KCVOAD)

KCVOAD consists of a coalition of local community organizations that provide assistance to people during time of disaster (including heat emergencies).

4. Kansas City Power and Light

As the local electric utility, KCPL may postpone cutoff of service for customers who are delinquent on payment in accordance with corporate policy.

V. HEAT RELATED ACTION LEVELS

Heat levels vary throughout the country based upon the region. The following action levels will be used by the National Weather Service for the central region:

A. Level I – Excessive Heat Watch

An excessive heat watch is issued by the National Weather Service when heat indices in excess of 105°F (41°C) during the day combined with nighttime low temperatures of 80°F (27°C) or higher are forecast to occur for two consecutive days.

B. Level II – Heat Advisory

A heat advisory is issued within 12 hours of the onset of the following conditions: heat index of at least 105°F but less than 115°F for less than 3 hours per day, or nighttime lows above 80°F for 2 consecutive days.

C. Level III – Excessive Heat Warning

An excessive heat warning is issued within 12 hours of the onset of the following criteria: heat index of at least 105°F for more than 3 hours per day for 2 consecutive days, or heat index more than 115°F for any period of time.

VI. CONCEPT OF OPERATIONS

Due to the variable nature of excessive heat conditions, the KCHD, EMD (or designee), or the UMT may modify operations as needed. The following actions may be taken depending on the incident:

² The "Heat Index" is a measure of the effect of the combined elements on the body.

³ The Heat Communications Coordinator is a PIO specifically relating to heat incidents.

A. Pre-Incident Surveillance and Activation

During weather conditions which are conducive to the development of extreme heat, the KCHD Public Information Officer for Health and Social Marketing (or other designated KCHD official) will:

1. Begin monitoring forecasts from the National Weather Service concerning temperature and humidity conditions.
2. Request that the KCHD Division of Communicable Disease Prevention and Public Health Preparedness begin tracking and reporting heat related hospital emergency room reports for heat related illnesses and deaths.
3. Establish communications with primary departments, secondary departments, secondary external agencies and other interested parties to:
 - a. Provide a Heat Brief for City department heads and emergency managers; and
 - b. Request that all agencies begin monitoring weather reports, and confirm that mutual communications are functioning.

B. Level I – Excessive Heat Watch

During Level I weather conditions the KCHD Public Information Officer for Health and Social Marketing (or other designated KCHD official) will:

1. Initiate public information and warning activities.
 - a. All City departments begin coordinating in accordance with **Annex C – Public Information and Warning** (Level II incident).
 - b. Public information provided to inform the general public of the danger from heat exposure, the need to increase contact and care of the elderly and other people with special needs, methods to stay cool, resources that may be available, and other pertinent information.

C. Level II – Heat Advisory

During Level II weather conditions the KCHD Public Information Officer for Health and Social Marketing (or other designated KCHD official) will complete all actions included under Level I, and:

1. Initiate daily Heat Briefings (via email) with primary departments, secondary departments, secondary external agencies (including SEMA) and other interested parties to advise internal and external partners of:
 - a. Current and forecasted weather conditions;
 - b. Heat caused and heat related deaths, hospital admissions, and EMS transport;
 - c. Actions planned or taken by the City in response to the Heat Advisory; and
 - d. Other pertinent information.
2. Request that the Water Services Department implement its “no turnoff policy”.
3. Contact Kansas City Power and Light to determine if they have or will implement their “no turnoff policy”.

4. Request that all departments begin coordinating their press releases through KCHD to assure accuracy and consistency of terminology.

Additionally, the Kansas City Office of Emergency Management (OEM) may:

1. Begin coordinating with other regional Emergency Management Agencies.
2. Begin sending situation reports to the State Emergency Management Agency (SEMA).
3. Identify and place on standby suitable locations to serve as cooling centers.
 - a. Identify locations and provisions for cooling centers.
 - b. Identify means to transport people to cooling centers.

D. Level III – Heat Emergency

During Level III weather conditions the above actions may be taken in addition to:

1. The KCHD will conduct live press conferences and other means to increase public recognition of the danger of illness and death from extreme heat.
2. The Mayor, in consultation with the City Manager, the KCHD Director, the Emergency Management Director (or designee), and the UMT (if activated), will determine whether the City should proclaim a State of Emergency.
3. The Office of Emergency Management may activate the Emergency Operations Center (EOC) at EOC Level II or higher in accordance with **Annex A – Direction and Control**. This includes calling in key representatives from appropriate City agencies to begin coordinating response operations and public information. Upon activation, the EMD (or designee) may:
 - a. Open cooling centers as appropriate.
 - b. Inform the 3-1-1 Call Center to receive telephone calls from persons needing transportation to cooling centers.
 - c. Request the Area Transit Authority and Kansas City Transportation Group to transport people to cooling centers if needed.
 - d. Request Fire Dept., Police Dept., and other City personnel to assist with the loading and unloading of people on buses.
 - e. Recommend the temporary cessation or rescheduling of outdoor events at public parks.
 - f. Recommend that the City implement modified work schedules for outside workers to minimize heat exposure.
 - g. Request assistance from the state and federal governments, as appropriate, including a request for a federal emergency declaration.
 - h. Implement procedures to track operational costs.
 - i. Take other necessary and prudent actions to protect public health.

D. Post Season

The KCHD compiles the information from May to October (the season may be adjusted due to abnormal heat emergencies) and prepares a report outlining the entire season in lieu of a report for each incident unless otherwise warranted.

1. The KCHD will compile a report summarizing the final statistics on heat related (and heat caused) death and illness.
2. The KCHD will conduct an after action analysis to document actions taken by the City, and to recommend improvement of future heat related operations. The Local Emergency Operations Plan and this HSRP – Heat may be modified to reflect such improvements.

The Office of Emergency Management may collect and submit claims for reimbursement to the State Emergency Management Agency and the Federal Emergency Management Agency as appropriate.